

# USER MANUAL

**ELECTRIC  
FIREPLACE**

MODEL NO: SUBURBS TS23

**IMPORTANT SAFEGUARDS**  
READ ALL INSTRUCTIONS BEFORE USE.

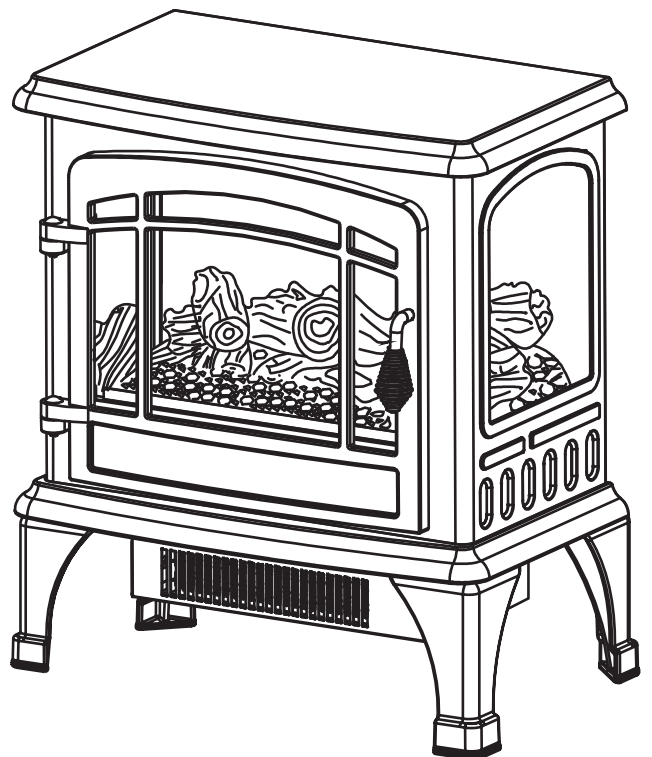
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## **WARNING!**

FAILURE TO FOLLOW INSTRUCTIONS MAY  
LEAD TO DAMAGE OF THE MACHINE OR  
PERSONAL INJURY.

RETAIN THIS MANUAL FOR  
FUTURE REFERENCE

# TURBRO



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## **WARNING**

Any attempt to disassemble or modify the product may cause damage.

When using this fireplace for the first time, or after a long period of storage, let the fireplace run for at least 15 minutes with the thermostat set at “maximum” to remove the “new product” smell. This is because the fireplace absorbs moisture, creating an odor similar to that of old leather.

## Safety Information

***Please read all instructions before attempting to assemble, operate or install the product.***

- Do not use this fireplace with missing, damaged, or broken legs.
- Do not use outdoors.
- This fireplace is not intended for use in bathrooms, laundry areas, and similar indoor locations. Do not place this appliance where it may fall into a bathtub or other water containers.
- This appliance is hot when in use. To avoid burns, do not touch surfaces with bare skin. If necessary, use handles when moving the fireplace. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft. (914 mm) from the appliance.
- Do not use this fireplace in elevated locations, such as on shelves, raised platforms, etc.
- Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners and the like. Arrange the cord away from high traffic areas so that they will not be tripped over.
- Extreme caution is necessary when the fireplace is used by or near children or invalids and whenever the fireplace is left operating unattended.
- Do not operate the fireplace with a damaged cord or plug or after the appliance malfunctions, or is damaged.  
Any repairs to this appliance should be carried out by a qualified service person.
- Under no circumstances should this appliance be modified. Parts removed for servicing must be replaced prior to using the fireplace.
- Connect to properly grounded outlets only.
- Always plug the fireplace directly into a wall outlet/receptacle. An extension cord or relocatable power tap, (outlet/power strip), should never be used.
- This appliance, when installed, must be electrically grounded in accordance with local codes (For Canada: CSA C22.1 Canadian Electrical codes, For USA: National Electric Code, ANSI/NFPA No. 70).
- To disconnect this appliance, turn the fireplace off, then remove the plug from the outlet.
- Always unplug the fireplace if you do not plan to use it for a long period of time.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock, fire, or damage to the appliance.
- To prevent possible fires, do not block air intakes or exhausts in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- The fireplace has hot, sparking, and arcing parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored. This appliance should not be used as a drying rack for clothing.
- Use this appliance only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or personal injury.

## Safety Information



**DANGER**



**ELECTRICAL SAFETY**  
(High Voltage Appliance)



### ELECTRICAL CONNECTION

A 15-Amp, 120-Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the item will be on a dedicated circuit. Having other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the fireplace is in operation. The unit comes standard with a 6 ft. (1.8 m) long three wire cord, which can be found on the right side of the appliance.



**Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and personal injury.**

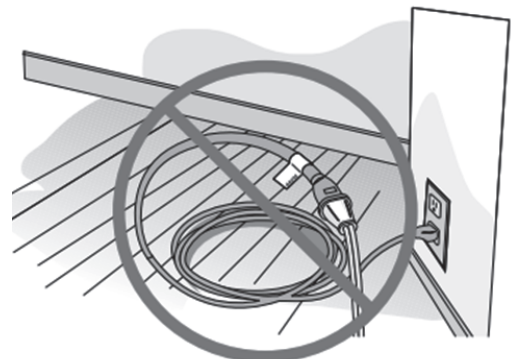
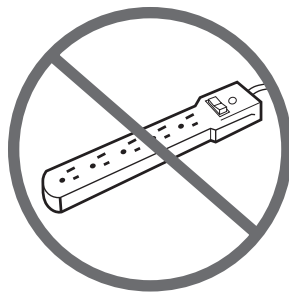
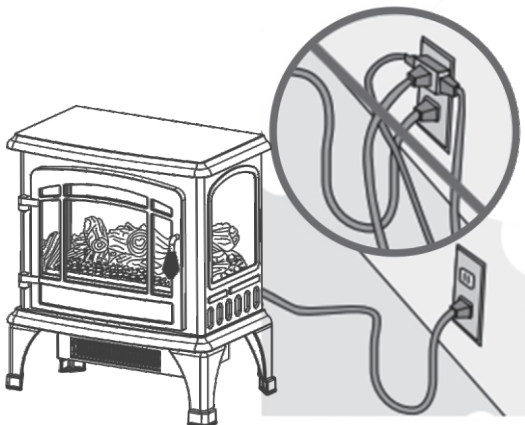


**Do not use this item if any part of it has been under water. Immediately call a qualified service technician to inspect the item and replace any part of the electrical system which has been under water.**

### POLARIZED PLUG

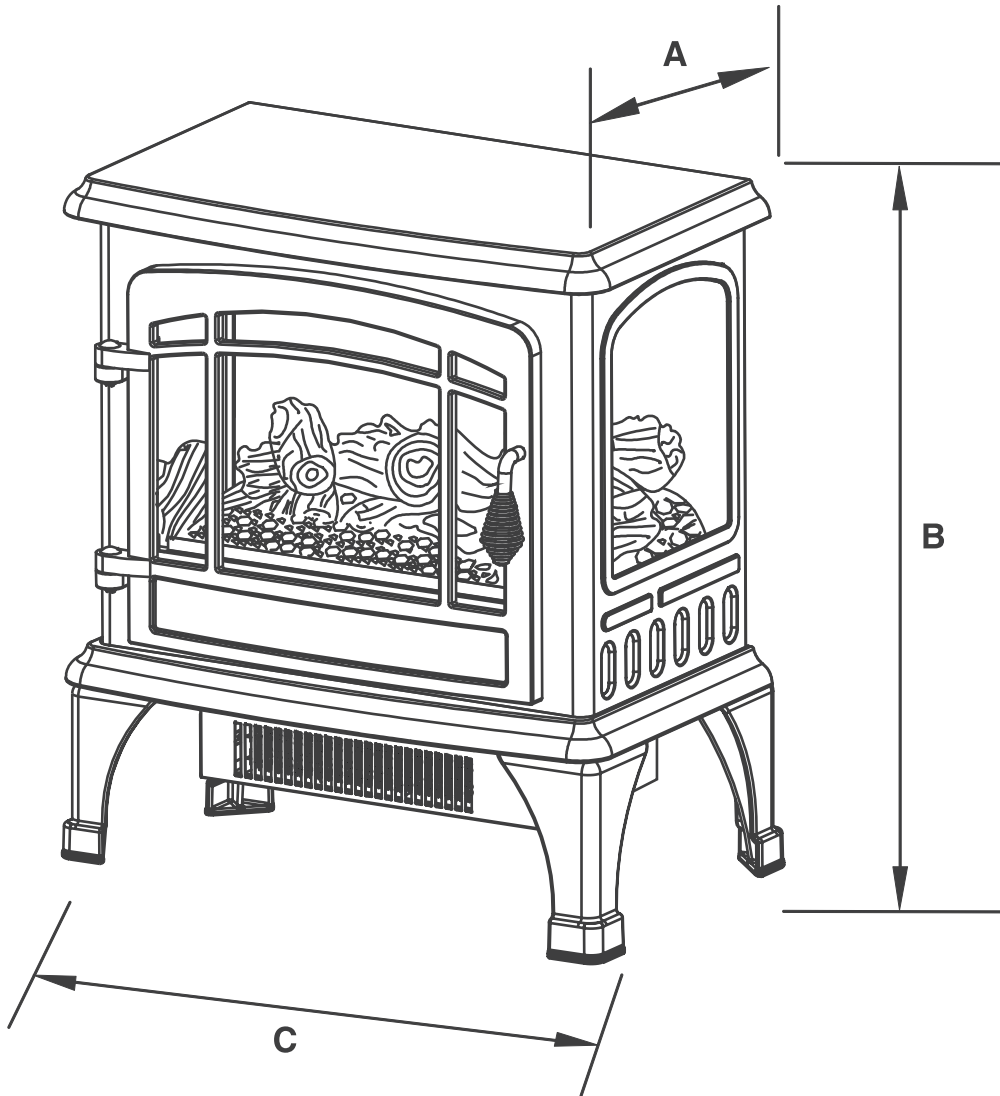
This product is equipped with a polarized plug (one prong is wider than the other). For your safety, please insert the plug correctly. If you are unable to insert the plug into the electrical outlet, try reversing the plug. If the plug still does not fit, contact a qualified electrician.

Always plug the unit into a wall outlet/receptacle. An extension cord or relocatable power tap, (outlet/power strip), should never be used.



# Pre-Installation

## DIMENSIONS



<b>A</b>	<b>11 in. (28 cm)</b>
<b>B</b>	<b>23 in. (58.5 cm)</b>
<b>C</b>	<b>20 in. (51 cm)</b>

<b>Technical Specifications</b>	
<b>Voltage</b>	<b>120V AC</b>
<b>Frequency</b>	<b>60HZ</b>
<b>Amps</b>	<b>11.7A</b>
<b>Rating</b>	<b>1400W</b>

# Pre-Installation

## TOOLS REQUIRED



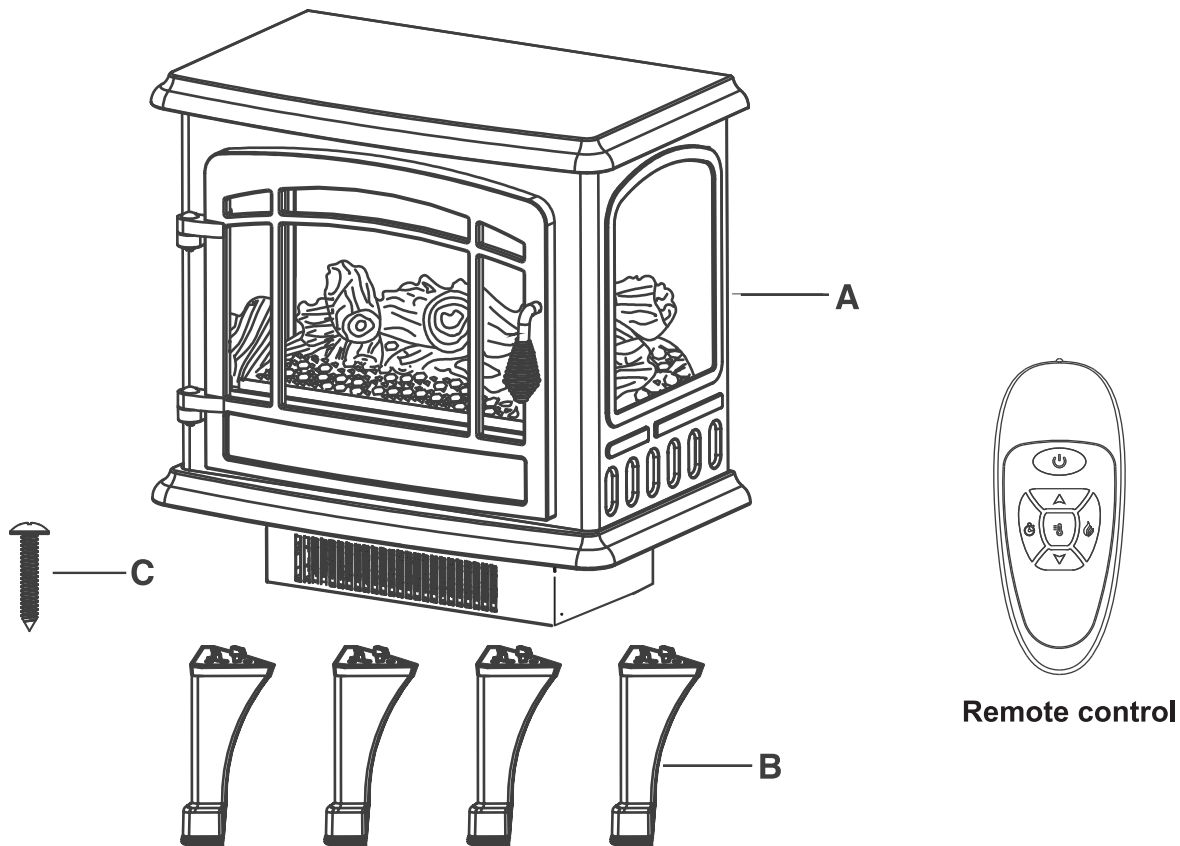
**Phillips screwdriver**  
(not included)

**Tips:**

*Recommend to use a 6-8inch long screwdriver which can help you finish the installation quickly.*

Open the unit and check carefully for visible damage. If you have any problems with installation, operation, missing parts, or damage, please contact the TURBRO Customer Service Team. DO NOT dispose of packaging until you are satisfied with your fireplace. Contact TURBRO Customer Service Team before returning the unit.

## PACKAGE CONTENTS



Part	Description	Quantity
A	Electric fireplace	1
B	Leg	4
C	Screw	16

# Installation

**The fireplace should be located in an area:**

- Out of direct sunlight
- Not susceptible to moisture
- Away from uninsulated outside wall



## WARNING

- The fireplace is heavy and should be assembled near its desired location.
- It is recommended that two people move the assembled fireplace to prevent injury.

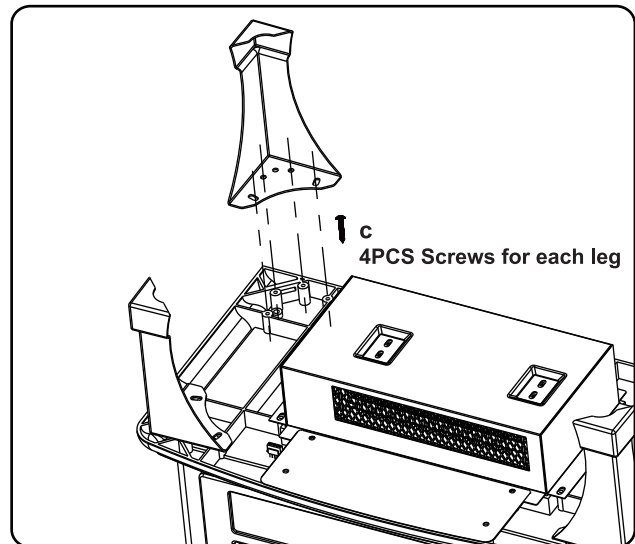


## WARNING

- Do not install the unit on shelves, raised platforms, beds, blankets, pillows etc. Keep combustible materials such as furniture, bedding, papers, clothes and curtains at least 3 ft. (914 mm) from the fireplace.

## ASSEMBLY INSTRUCTIONS

1. Lay the fireplace (A) upside down on a padded surface with underside accessible.
2. Align the leg (B) with the pre-drilled holes on the fireplace.
3. Each leg needs to be fixed with 4 screws (C). Insert the middle screw first and just tight it into 1/3 depth making it a little loose for easily align with other holes.
4. Insert other screws, and then tighten all the screws securely for each leg.

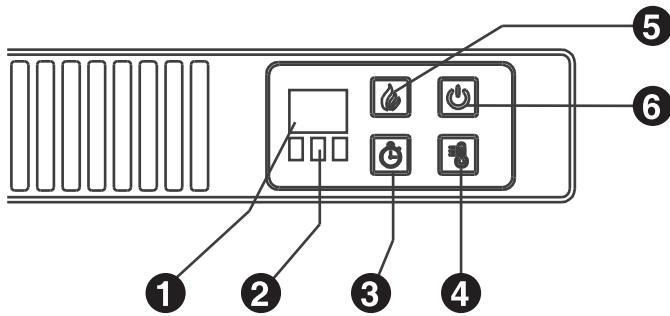


## CAUTION

- Make sure that the unit is installed so that the power cord is not compressed against or caught on the fireplace and that it has an unobstructed path to the grounded outlet.

# Operation

## Using the Control Panel

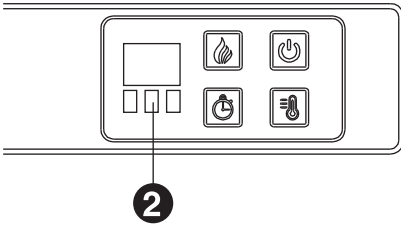


- ❶ LCD Screen
- ❷ Indicators
- ❸ Timer
- ❹ Heater ON/OFF
- ❺ Flame control
- ❻ Main power

- Press the Main Power Button ❻ once to turn on the fireplace.

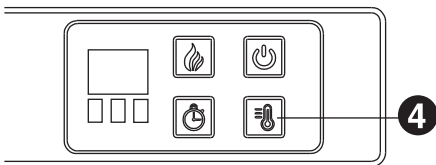
The flame effect will be on automatically. To enter the heating mode, please press the Heater ON / OFF Button ❹.

### ● Understanding the function indicator



There are three LED indicators below the LCD screen – red, green, and blue. Red LED indicates the unit of the current displaying temperature value is Fahrenheit. Green LED indicates the unit of the current displaying temperature value is Celsius. Blue LED indicates the timer function is engaged.

### ● Using the heater control



1. Press the Heater ON / OFF Button ❹ to turn on the heater.
2. When the heater is on, long press the heater button for 5 seconds to enter the temperature setting mode. In this case, the LED indicator ❷ is red, and the LCD Screen ❶ flashes.
3. For temperature settings, see below table for detailed instructions.
4. When temperature setting finished, the LCD Screen ❶ will flash five times and exit from the setting status.

#### NOTE:

- Heating will be automatically paused when the set temperature is reached.
- When setting the temperature with 'ON', the heater will work continuously until you turn it off manually.



# Operation

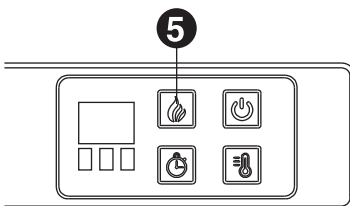
## ● Change the Temperature Scale

Button Press	Fahrenheit Temperature
1	22°C
2	23°C
3	24°C
...	...
6	27°C
7	ON
8	17°C
9	18°C
...	...
12	21°C

Button Press	Fahrenheit Temperature
1	72°F
2	73°F
3	74°F
...	...
11	82°F
12	ON
13	62°F
14	63°F
...	...
22	71°F

1. With the heater on and the temperature is displaying with Fahrenheit scale, the indicator is red.
2. Gently press and hold the Main Power Button (6) for 5 a seconds to enter the temperature scale converting mode.
3. The LED indicator flashes 5 times in red, then changes to green. And the temperature value is displaying with Celsius scale.
4. Repeat the same process to convert from Celsius scale to Fahrenheit scale.

## ● Using the flame control



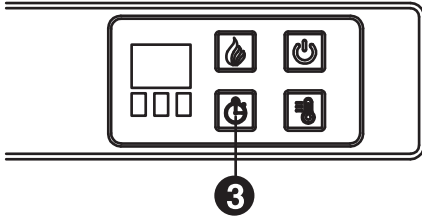
Press the Flame Control Button **5** to adjust the brightness of the flame effect. For flame brightness settings, see below table for detailed instructions.

Button Press	Flame Level	Display Value	Fireplace Appearance
1st press	High	L3	Flames Highest, Logs Glow Highest
2nd press	Medium	L2	Flames Medium, Logs Glow Medium
3rd press	Low	L1	Flames Low, Logs Glow Low

If you turn off the fireplace by press the Main Power Button **6** directly. The flame brightness setting won't be memorized. When the power is turned back on, the flame effect will come on in L3 mode (High) in default.

# Operation

## ● Using the timer function



The Timer Button **3** controls both the flames and the heater function.

- If the heater is operating when the timer is set, then the heater is under the control of the timer.
- If the flame function is operating when the timer is set, then the timer will control the flame.
- If both the heater and flames are operating with the timer set, then the timer controls both the flames and the heater.

Press the Timer Button **3** to choose the time interval. The interval period is shown in the LCD Screen **1** and the indicator is in blue.

For timer settings, see below table for detailed instructions

Button Press	Timer Interval	Display
1st press	30 Minutes	30
2nd press	1 Hour	1h
3rd press	2 Hours	2h
4th press	3 Hours	3h
5th press	4 Hours	4h
6th press	5 Hours	5h
7th press	6 Hours	6h
8th press	OFF	None



### Temperature Limiting Control

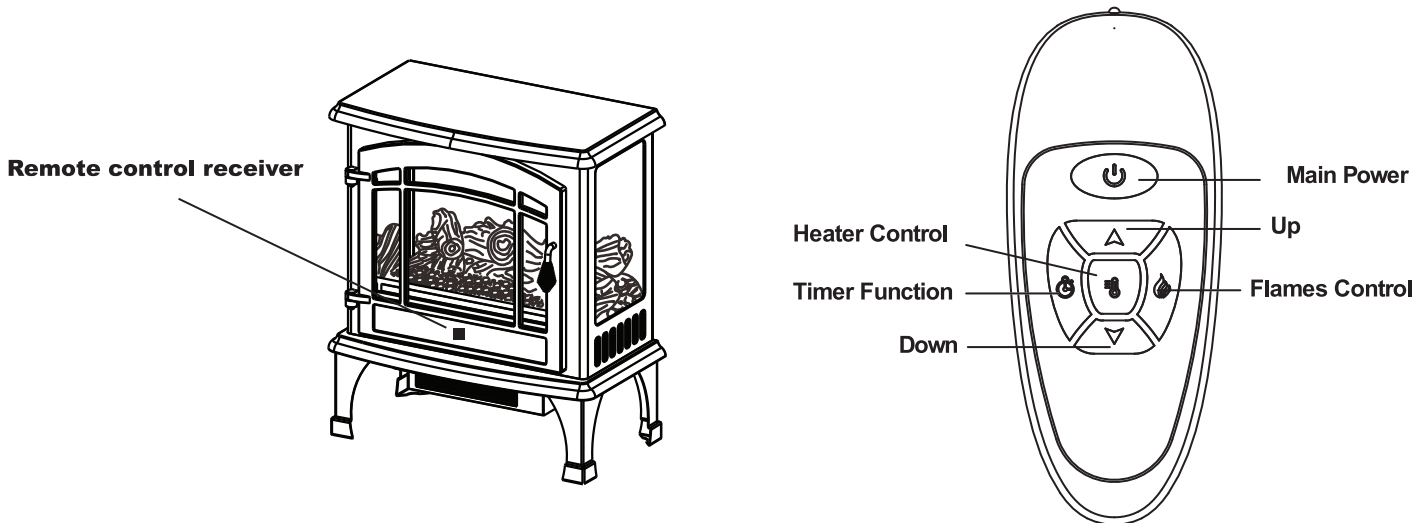
This fireplace is equipped with a Temperature Limiting Control. Should the fireplace reach an unsafe temperature because of misuse or accident, the fireplace will automatically turn off.

**To reset: Unplug the power cord from the outlet. Wait for 10-20 minutes. And plug the power cord back into the outlet.**

## Operation

### USE REMOTE CONTROL

The remote control is working within 13t (4meters) away from the heater  
(without obstacles between the remote control and the fireplace)



### ● INSERTING BATTERIES IN THE REMOTE

Press and glide the battery cover on the rear of the remote, remove the cover.

Insert two new R03 "AAA" 1.5V batteries into the battery compartment. Make sure the polarity is correct.

***Battery is not included in the package because of transportation safety.***



**CAUTION: Do not mix old and new batteries. Do not mix alkaline, standard (carbon-zinc), or rechargeable (ni-cad, ni-mh, etc) batteries.**

## Maintenance

- Always turn the fireplace OFF and unplug the power cord from the outlet before cleaning.
- Use a vacuum or duster to remove dust and dirt from the fireplace and vent areas.
- To keep luster, clean with a soft, slightly damp cloth and buff with a dry cloth.
- Never use abrasive cleansers, liquid sprays, or any cleaner that could scratch the surface of the appliance.

# Troubleshooting



## WARNING

Disconnect power before servicing.

Problem	Possible Cause	Corrective Action
The fireplace does not operate.	<ul style="list-style-type: none"> <li>• The fireplace is not plugged in.</li> <li>• A circuit breaker is tripped or a fuse blown.</li> <li>• The ON/OFF switch is defective.</li> <li>• There is loose wiring.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure the fireplace is plugged in to a standard 120V outlet.</li> <li>• Check additional appliances on the circuit; ideally the fireplace should be on a dedicated 15-amp circuit.</li> <li>• Contact customer service.</li> <li>• Contact customer service.</li> </ul>
The power light is ON but the flame effect is not visible.	<ul style="list-style-type: none"> <li>• The fireplace is not operating correctly.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact customer service.</li> </ul>
The fireplace is not operating.	<ul style="list-style-type: none"> <li>• The fireplace is not operating correctly.</li> <li>• The fireplace switch is defective.</li> <li>• The fireplace assembly is defective.</li> <li>• There is loose wiring.</li> <li>• The vents are dirty or clogged.</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to the operating instructions.</li> <li>• Contact customer service.</li> <li>• Contact customer service.</li> <li>• Contact customer service.</li> <li>• Unplug the unit. Clear the vent area of dust and debris. Wait ten minutes, plug the unit in again and turn on the fireplace.</li> </ul>
There is excessive noise when the fireplace is operating.	<ul style="list-style-type: none"> <li>• The fan is defective.</li> <li>• The fireplace assembly is defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact customer service.</li> <li>• Contact customer service.</li> </ul>

# Warranty

## 1-YEAR WARRANTY

*TURBRO provides 1-year limited warranty for TURBRO Suburbs Electric Fireplace, from the date of purchase, subject to the following conditions and limitations.*

### What is covered?

- Any alteration misuse of the product will nullify this warranty.
- This warranty is non-transferrable, which is effective for the original buyer from the authorized seller only.
- This warranty is limited to the repair or replacement of part(s) proved to be defective in material or workmanship, after said defect is confirmed by the manufacturer's inspection.

The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s)

### What's NOT covered?

- Damage caused by the owner when attempting to fix or alter the product themselves.
- Damage caused by misuse, abuse, neglect, alterations, or unauthorized repair.
- Natural depreciation.

### How to request warranty services?

To obtain the benefit of this warranty, please leave a message online (<https://www.turbro.com/contact>), or send an email to [support@turbro.com](mailto:support@turbro.com). Our customer service will address your issue within 24 hours.

### What will TURBRO do?

- Repair the item.
- Replace the item if not repairable.
- Refund the item under certain circumstances.

**ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**



## CAUTION

- This product can expose you to toxic chemicals including Di (2-ethylhexyl) phthalate (DEHP), which may cause cancer or harm developmental growth.
- Wash hands after installation.

For more information go to [www.p65Warnings.ca.gov](http://www.p65Warnings.ca.gov)



# **TURBRO**



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